**Ambion Product Warranty & Service Level Agreement**

**Standard Warranty**

In order to qualify for the standard warranty customers must register their installation directly with Ambion. This process will involve providing Ambion with basic details such as name, address, telephone number and email.

|  |  |
| --- | --- |
| **Product** | **Warranty Period** |
| Heating Panels | 10 years from date of installation |
| Control Panel/ CP Plug | 5 years from date of installation |
| Installation | 12 months from date of installation\* |

\*- only if installation works contracted directly with Ambion.

**Extended Warranty**

Customers may opt to purchase an extended warranty, increasing their standard warranty as follows:

|  |  |  |
| --- | --- | --- |
| **Product** | **Standard Warranty** | **Extended Warranty\*** |
| Heating Panels | 10yrs | +2yrs, +5yrs, +10yrs |
| Control Panel/ CP Plug | 5yrs | +1yr, +2yrs, +3yrs |

\*Pricing for the extended warranty is available on request.

Where a warranty fault has been identified, Ambion will without charge repair or replace the faulty product during the standard warranty or extended warranty period as applicable. The warranty will become void under the following conditions:

1. The product has been altered or moved from its original place of installation except by an approved Ambion installation partner
2. The customer has failed to comply with the instructions on the use and care of the product (including where the full system specification is reduced through the customer acting to turn off individual heaters)
3. The product has been damaged by the customer and not through manufacturing defect
4. The product has been damaged due to a fluctuation of the power supply at the installation premises
5. The control panel has not connected to the Ambion servers for a period of more than 30 consecutive days
6. The standard warranty period, or if paid for by the customer, the extended warranty period has lapsed

After the first 12 months from installation this warranty will cover the cost of parts or a replacement product. Any labour required to perform the repair or product swap-out will be chargeable.

**Warranty Process, Service Levels & General Customer Enquiries**

In the event that the customer identifies a fault, or if the customer requires some technical advice on how to use the system, the following procedure should be followed:

1. Contact the technical support team on 0333 188 0633 or via email at [techsupport@ambionheating.com](mailto:techsupport@ambionheating.com) to discuss the issue with the Ambion technical support team.
2. The technical support team will attempt to diagnose and fix the problem remotely.
3. Where a remote solution cannot be achieved the technical support team will advise the customer of the warranty status of the product and confirm whether there will be a charge for a site visit (i.e. if the product or issue is not covered under the warranty)
4. The technical support team will organise the delivery of any replacement parts or products and these will either be shipped directly to the customer or brought by the maintenance engineer on the day

Technical support is available at the following times:

|  |  |  |
| --- | --- | --- |
|  | **From** | **To** |
| Monday to Friday | 9:00am | 5:00pm |
| Weekends\* | Not available | Not available |
| Bank Holidays\* | 9:00am | 5:00pm |

\*Note that we operate a reduced service on weekends and bank holidays

Amendment to the above service level agreement will be considered by Ambion for large, strategic customers.

For example, a specific Service Agreement may be agreed with the customer to include providing appropriate product and technical training to the customer’s in-house maintenance team, to enable them to carry out required maintenance or warranty work under the support of the Ambion technical support team.

Such an enhanced Service Agreement would command an annual fee to be paid by the customer to Ambion, to be agreed between the parties.